



PSC NEWS

Missouri Public Service Commission

Contact: Kevin Kelly

Phone: (573) 751-9300

Governor Office Building, Suite 900

FY-04-134

PSC SETS INTERVENTION DEADLINE IN REQUEST TO PROVIDE 2-1-1 SERVICE

Jefferson City (February 5, 2004)---The Heart of America United Way, Inc. has filed an application with the Missouri Public Service Commission seeking Commission authority to be designated as a 2-1-1 community information and referral provider in SBC Missouri exchanges in 16 western Missouri counties on a pilot basis, with the opportunity to serve other counties in the future. The 16 Missouri counties are as follows: Andrew, Bates, Buchanan, Caldwell, Cass, Clay, Clinton, DeKalb, Henry, Jackson, Johnson, Lafayette, Pettis, Platte, Ray and Saline.

The Federal Communications Commission (FCC) has previously designated 2-1-1 as a national abbreviated dialing code for community information and referral services. The intent is to provide callers with direct access to organizations capable of making referrals to services such as housing assistance, counseling and hospice services that are not currently available through the 911 emergency code. When available in an area of the state, 2-1-1 service would enable a caller in that area to connect with an information and referral provider without having to dial a seven or ten digit telephone number.

Applications to intervene and participate in the Heart of America United Way, Inc. case must be filed on or before February 22, 2004, with the Secretary of the Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102. Copies of the application should be sent to: Mark W. Comley, Newman, Comley & Ruth, P.C., P.O. Box 537, Jefferson City, Missouri 65102-0537; General Counsel, Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102-0360; and the Office of the Public Counsel, P.O. Box 2230, Jefferson City, Missouri 65102-2230.

The Missouri Public Service Commission is currently evaluating draft rules that would establish the framework for providing 2-1-1 service in Missouri.

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